Connor Cyphers
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SUMMARY

Experienced and highly motivated data center professional with a proven track record of maintaining and optimizing data center infrastructure. Adept at troubleshooting complex issues, implementing effective solutions, and ensuring the smooth operation of critical systems. Proficient in server management, network administration, and hardware troubleshooting. Seeking a challenging role in a dynamic data center environment to contribute technical expertise and drive operational efficiency.

SKILLS

Hardware troubleshooting and replacement, Cabling and cable management, Network configuration, Linux, Software installation, software development JavaScript, React.js

EXPERIENCE

Data Center Technician   May 2021-Current, Ashburn VA
Amazon Web Services
- Assembled, deployed and executed troubleshooting on enterprise grade server hardware and network devices. such -as rack-mounted servers
- Collaborated with other teams to effectively achieve goals outline to us by management
- Worked on a ticketing basis, and became one of the top 20% resolvers of tickets in our data center's cluster
- Repaired and deployed network infrastructure, and cabling both copper and fiber
- Trained, mentored, and assigned skill-appropriate tasks to new employees
- Conducted thorough cable management, adhering to best practices, to ensure proper organization, labeling, and documentation.
- Responded to high severity and time sensitive customer-impacting events to minimize downtime
- Ran hardware diagnostics and replaced failing parts in a timely manner
- Advised on the procurement of new data center equipment
- Performed IT support tasks for others in the data center when necessary.

Installer   September 2020-February 2021, Leesburg
Virginia
Best Buy
- Troubleshooted customers IT issues
- Built and install custom home theaters.
- Ran cables, mounted speakers, projectors and TVs

Lead Teacher   2015-2020, Beijing China
Public School
- Taught children aged 3-9
- Created lesson plans
- Managed team of the school's other teachers

EDUCATION

Bachelor of Arts (BA) - International Relations
Virginia Commonwealth University, Richmond, Virginia
June 2014